



Getting Connected

Issue 3

Happy Holidays

From the Permits Staff

TRADES ADVISORY COUNCIL MEMBERS:

Rick Blackburn
Regents Homes

Mike Gregory
Ace Plumbing

Ken Gregory
Ace Plumbing

Ralph Gregory
Ralph Gregory Plumbing

Ilke Hanslor
IS Engineer & Utilities

Eba Hobbs
R.C. Mathews

Lance Hornbuckle
Hornbuckle Plumbing

Rick Jones
T.W. Frierson

Jim McLean
McLean Builders

Gail McQuiston
Lamberth & Sons

Chris Remke
Mid TN Chapter of ABC

Richard Smith
Superior Fire Protection

Tony Smith
Plumbers of Nashville

Jack Steakley
Steakley Plumbing



JULY 2005 COMMUNITY MEETING

The community meeting was held on July 20, 2005. Those in attendance saw a presentation by Mr. Louis Burnett, Manager, Division of Water Supply, State of TN concerning the importance of regulatory compliance.

The MWS portion of the program included some of the following updates:

- * As of April 2005 there were 50,013 radio read meters in the system
- * The number of meter reading routes has decreased from 473 in 2001 to 374 in 2005
- * Approximately 61% of the Permits walk in customers requested permit issuance
- * 119 variance requests were reviewed between 10/04 and 06/05
- * 85% of variance requests related to backflow location and/or installation
- * A satisfactory final inspection must be completed before account will be placed in consumer's name
- * MWS has been certified to approve water and wastewater engineering construction plans by Metro Ordinance BL 2004-381



We're on the Web!

<http://66.155.35.118/mws/tradesadvisory.htm>



Requests for ADA accommodations should be directed to the
MWS Safety Coordinator @ 615-862-4862.

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Trades Advisory Council Review

MWS will conduct a survey of the membership of the Trades Advisory Council in January 2006 in an effort to continue gathering feedback to improve our utilization of this group. This Council was created two years ago in response to customer feedback and focus groups. This group reviews changes in policy that affect customers who want to connect to the Metro Water Services infrastructure. The present membership includes plumbers, engineers, contractors and developers. The following associations are represented:

- * TN Fire Sprinkler Contractors Association
- * National Association of Offices and Industrial Parks
- * Association of Builders and Contractors
- * TN Society of Professional Engineers

If your association would like representation, please contact Mary Ellen Jackson, 862-7225 or by email at mary.jackson@nashville.gov.

Just Around the Corner!!

- Consolidated Billing
- Customer Satisfaction Survey
- Updated Guidelines
- New Location?????
- Electronic Bill Presentation and Payment

*Happy Holidays to
You and Yours! We
look forward to serv-
ing you in 2006.*



Upcoming Holiday Closings:

December 23

December 26

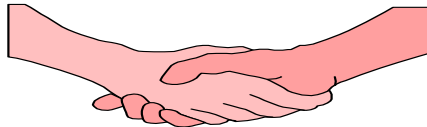
January 3

January 16

DID YOU KNOW?

You can access the latest updates on presentations, policies, specifications, TAC minutes/agendas as well as the Residential and Commercial Development handbooks at the following website address: <http://66.118/mwstradesadvisory.htm>

Mutual Benefits of Trades Advisory Council



Utility Benefits

- * Provide forum to discuss issues and develop solutions
- * Creates access to industry associations for information on other utility policies and procedures
- * Serves as a forum for proposed new programs and policy changes
- * Develops understanding and compliance of regulatory requirements
- * Assists in customer understanding and acceptance of utility practices

Member Benefits

- * Members may present ideas to MWS for improved operational methods
- * Members gain a better understanding of MWS policy and regulatory requirements
- * Members represent and communicate with multiple trade associations and boards and present issues for consideration
- * Members participate in MWS Activities (Customer Service and National Drinking Water Week celebrations)